

## 2004 PAIMI Report

**State:** Puerto Rico

**Program Name:** Office of the Governor Ombudsman for the Disabled

### PROGRAM FUNDING

Federal Award \$ FY 2004	Outside Funding Sources					Total Income
	Earned Income	IOLTA	State	Private	Other	
\$ 644,720	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 644,720

### CHARACTERISTICS OF CLIENTS SERVED

Total Clients Served	Client Age						
	0-4	5-12	13-18	19-25	26-64	65-over	Unknown
770	-	19	21	20	209	61	440

Total Clients Served	Client Gender		
	Male	Female	Unknown
770	376	273	121

Total Clients Served	Client Ethnicity/ Race						
	Hispanic	American Indian/ Alaska	Asian	Black/ African American	Native Hawaiian or Pacific Islander	White/ Caucasian	Other
770	765	-	-	-	-	5	-

Client Living Arrangement								
Total Clients Served	Independent Living	Parental or Family Home	Comm. Resid. Home for Children/ Youth 0-18 yrs	Foster Care	Nursing Home	Psych Wards	Public Institutes	Private Institutes
770	87	51	46	92	13	7	309	11

Legal Detention	Prison	Homeless	Multiple Living	Unknown
-	4	15	-	135

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**DISTRIBUTION OF COMPLAINTS INVOLVING ABUSE**

Number of Abuse Complaints Closed	Inappropriate/Excessive					Involuntary			
	Medication	Physical Restraint	Chemical Restraint	Mechanical Restraint	Seclusion	Medication	ECT	Aversive Behavior Therapy	Sterilization
51	1	1	-	-	-	-	-	-	-

Complaints Concerning								
Failure to Provide Mental Health Treatment	Failure to Provide Medical Treatment	Physical Assault		Sexual Assault	Staff Threats of Retaliation	Coercion	Financial Exploitation	Other
		Serious Injuries Related	Serious Injuries Not related					
37	-	3	-	1	1	3	-	4

**DISTRIBUTION OF COMPLAINTS INVOLVING NEGLECT**

Number of Neglect Complaints Closed	Failure to Provide for Appropriate							
	Res./ Inpatient Admission	Trans. To/From Treatment Facility	Mental Health Diagnostic	Medical Diagnostic	Personal Care	Safe Environ.	Personal Safety	Written Treat. Plan
360	8	-	1	2	3	161	181	1

Rehab. Voc. Prog.	Discharge Planning	Institution Release	Other
-	1	2	-

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**DISTRIBUTION OF RIGHTS COMPLAINTS**

Number of Rights Complaints Closed	Discrimination in:		Denial of:				
	Housing	Employment	Reimbursement and Entitlement	Guardianship	Rights Protect or Legal Asst.	Privacy	Recreational Opportunities
563	31	66	37	46	40	12	33

Denial to:		Failure to Provide:			Problems with Advance Directives	Denial to Family Rights
Visitors	Access to Records	Confidentiality	Informed Consent	Education		
2	17	16	5	77	8	26

Problems with:				Denial to:	Other
Consumer Finance Issues	Immigration	Criminal Justice Issues	Health Insurance Managed	Community Habilitation Services	
20	-	37	7	6	77

**DEATHS REPORTED/INVESTIGATIONS CONDUCTED**

Sources of Deaths Reported				Investigations Conducted		
TOTAL	The State	The Center for Medicaid & Medicare	Other	TOTAL	Seclusion	Restraint
1	-	-	1	-	-	-

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**INTERVENTION STRATEGIES TO ADDRESS INDIVIDUAL CLIENTS**

Types of Interventions							
Total Intevention Strategies	Short Term Assistance	Abuse Neglect Investigation	Technical Assistance	Admin. Remedies	Negotiation/ Investigation	Legal Remedies	Other
428	31	182	2	5	181	27	-

**NON-CASE DIRECTED SERVICES**

Number of Services and Clients Impacted					
Non-Litigation Advocacy		Class Action Litigation		Legislative & Regulatory Advocacy	
-	-	-	-	-	-

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**DISTRIBUTION OF ADVISORY COUNCIL PRIMARY IDENTIFICATION**

Total	Primary Identification of Advisory Council Members							
	Recipients/ Former Recipients	Families of Recipients/ Former Recipients	Mental Health Service Providers	Mental Health Professionals	Attorneys	Knowledge- able Individuals	Other	Vacancies
16	5	6	2	1	-	1	-	1

**PAIMI STAFF ETHNICITY AND GENDER**

Total Number of PAIMI Staff	Ethnicity and Race						
	Hispanic	American Indian or Alaskan	Asian	Black or African American	Hawaiian or Pacific Islander	White	Information Not Available
30	30	-	-	-	-	-	-

Total Number of PAIMI Staff	Gender		
	Male	Female	Information Not Available
30	8	22	-



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**DISTRIBUTION OF PAIMI PROGRAM ADVOCACY ACTIVITIES**

<b>PAIMI Program Advocacy Activities</b>			
<b>Information &amp; Referral</b>	<b>State Mental Health Planning</b>	<b>Education/ Training Activities</b>	<b>Total Persons Trained</b>
738	-	33	938

<b>Information Dissemination Activities</b>								
<b>Radio/ TV Appearances</b>	<b>News Articles</b>	<b>PSAs/ Videos</b>	<b>Reports Disseminated</b>	<b>Publications Disseminated</b>	<b>Information About P &amp; A</b>	<b>Hits on Website</b>	<b>Other Media</b>	<b>Total # of Indiv. Provided w/ Info</b>
100,000	250,000	-	-	1,780	2,000	-	-	355,489

**PERCENTAGE OF CASES RESOLVED IN CLIENTS FAVOR**

<b>ABUSE COMPLAINTS</b>				
<b>Total # Addressed from Closed Cases</b>	<b>Determined Not to Have Merit on Investigation</b>	<b>Withdrawn or Terminated by Client</b>	<b>Resolved in Client's Favor</b>	<b>% Resolved in Client's Favor</b>
57	-	3	17	30%

<b>NEGLECT</b>				
<b>Total # Addressed from Closed Cases</b>	<b>Determined Not to Have Merit on Investigation</b>	<b>Withdrawn or Terminated by Client</b>	<b>Resolved in Client's Favor</b>	<b>% Resolved in Client's Favor</b>
358	49	2	207	58%

<b>RIGHTS</b>				
<b>Total # Addressed from Closed Cases</b>	<b>Determined Not to Have Merit on Investigation</b>	<b>Withdrawn or Terminated by Client</b>	<b>Resolved in Client's Favor</b>	<b>% Resolved in Client's Favor</b>
72	1	3	64	89%